Wyoming Relay June 2015 – May 2016 Total Complaints by Category

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
	SERVICE COMPLAINTS													
#00	CA Accuracy/Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#01	CA Typing Speed	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03	Didn't Follow Customer Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0
#05	CA Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0
#06	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#07	CA Misdialed Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#08	Poor Vocal Clarity/Enunciation	0	0	0	0	0	0	0	0	0	0	0	0	0
#09	Improperly Handled ASL or	0	0	0	0	0	0	0	0	0	0	0	0	0
	Related Culture Issue													
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#12	Replaced CA Improperly in	0	0	0	0	0	0	0	0	0	0	0	0	0
	Middle of Call													
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Didn't Follow Voice	0	0	0	0	0	0	0	0	0	0	0	0	0
	Mail/Recording Procedure													
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0
#18	Didn't Follow Emergency Call	0	0	0	0	0	0	0	0	0	0	0	0	0
	Handling Procedure													
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0

#21 Confidentiality Breach			Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
#23 CA Typing	#21	Confidentiality Breach	0	0	0	0	0	0	0	0	0	0	0	0	0
#24 CA Gave Wrong Information	#22	Connect Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#25 CA Did Not Follow Policy/Procedure #26 Improper Use of Call Release Improper Use of Speed Dialing #28 Improper Use of Speed Dialing #29 Improper Use of Customer Data #30 CA Hung Up on Caller #31 Miscellaneous Service Complaint #32 Lost Branding #33 Charged for Local Call #34 Trouble Linking Up #35 Line Disconnected #36 Garbled Message #37 Database Not Available #38 Busy Signal/Blockage #39 Carrier of Choice #30 O O O O O O O O O O O O O O O O O O O	#23	CA Typing	0	0	0	0	0	0	0	0	0	0	0	0	0
Policy/Procedure	#24	CA Gave Wrong Information		0	0		0	0		0	0	0		0	
#26 Improper Use of Call Release	#25		0	0	0	0	0	0	0	0	0	0	0	0	0
#27 Improper Use of Speed Dialing		Policy/Procedure													
#28 Improper Handling of Three Way Calling #29 Improper Use of Customer Data #30 CA Hung Up on Caller #31 Miscellaneous Service Complaint #32 Lost Branding #33 Charged for Local Call #34 Cray Calling #35 Line Disconnected #36 Garbled Message #37 Database Not Available #38 Busy Signal/Blockage #39 Carrier of Choice #30 O 0 O 0 O 0 O 0 O 0 O 0 O O O O O O O	#26			_		_	_			_		_			
Calling	#27	1 1 0	0	0	0	0	0	0	0	0	0	0	0	0	
#29 Improper Use of Customer Data	#28	Improper Handling of Three Way	0	0	0	0	0	0	0	0	0	0	0	0	0
#30 CA Hung Up on Caller		Calling													
#31 Miscellaneous Service Complaint TOTAL 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	#29	Improper Use of Customer Data	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL 0	#30	CA Hung Up on Caller	0	0	0	0	0	0	0	0	0	0	0	0	0
#32 Lost Branding	#31	Miscellaneous Service Complaint	0	0	0	0	0	0	0	0	0	0	0	0	
#32 Lost Branding 0		TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
#32 Lost Branding 0															
#33 Charged for Local Call #34 Trouble Linking Up #35 Line Disconnected #36 Garbled Message #37 Database Not Available #38 Busy Signal/Blockage #39 Carrier of Choice #40 Relay Not Available 24 Hours a Day #41 Ascii/Baudot Break-down #42 VCO Breakdown #43 HCO Breakdown #44 STS Breakdown #45 Caller ID Not Working Properly #45 Caller ID Not Working Properly															
#34 Trouble Linking Up #35 Line Disconnected #36 Garbled Message #37 Database Not Available #38 Busy Signal/Blockage #39 Carrier of Choice #40 Relay Not Available 24 Hours a Day #41 Ascii/Baudot Break-down #42 VCO Breakdown #43 HCO Breakdown #44 STS Breakdown #45 Caller ID Not Working Properly #46 Caller ID Not Working Properly #47 Trouble Linking Up #40 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		C		-	0				-	0	0	-			
#35 Line Disconnected #36 Garbled Message Database Not Available #37 Database Not Available Databa		C							_				_		
#36 Garbled Message		U 1		0			_						_		
#37 Database Not Available 0 <td>#35</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>_</td> <td></td> <td>_</td> <td></td> <td></td> <td>_</td> <td></td> <td></td> <td>-</td>	#35						_		_			_			-
#38 Busy Signal/Blockage		C				-							_		
#39 Carrier of Choice	#37	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	
#40 Relay Not Available 24 Hours a Day 0		• •	0	0		_	_		_	_	0	_			
Day 0	#39	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#41 Ascii/Baudot Break-down 0	#40		0	0	0	0	0	0	0	0	0	0	0	0	0
#42 VCO Breakdown 0															
#43 HCO Breakdown 0									_						
#44 STS Breakdown #45 Caller ID Not Working Properly 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	#42	VCO Breakdown													
#45 Caller ID Not Working Properly 0 0 0 0 0 0 0 0 0 0 0 0	#43	HCO Breakdown	0	0	0	0	0	0	_	0	0	0	0	0	
	#44									0	_				
#46 Ringing/No Answer 0 0 0 0 0 0 0 0 0 0				0	0	_	_			_	0	_			
	#46	Ringing/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
#47	Connect Time (TTY-Voice)	0	0	0	0	0	0	0	0	0	0	0	0	0
#48	711 Problems	0	0	0	0	0	0	0	0	0	0	0	0	0
#49	Miscellaneous Technical	0	0	0	0	0	0	0	0	0	0	0	0	0
	Complaint													
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC COMPLAINTS													
#50	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#51	Fraudulent/Harassment Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#52	No Notice of How to Complain to	0	0	0	0	0	0	0	0	0	0	0	0	0
	FCC													
#53	LEC External Busy	0	0	0	0	0	0	0	0	0	0	0	0	0
#54	911 External Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#55	CapTel Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
#56	External Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
#57	Other	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0